

In re: Szlam et al.  
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In the Claims:

1-92 (Cancelled)

93. (Currently Amended) A method for managing communications, comprising:

processing inbound ~~communications~~calls;

processing outbound ~~call~~communications;

obtaining a statistic on said outbound ~~communications~~calls;  
and

adjusting said processing of said inbound ~~call~~communications  
based upon said statistic.

94. (Currently Amended) The method of claim 93, wherein said step of processing inbound ~~communications~~calls comprises connecting said inbound ~~communications~~calls to agents; and said step of adjusting said processing comprises reducing the number of said inbound ~~communications~~calls which are connected to said agents if said statistic exceeds a predetermined value.

95. (Currently Amended) The method of claim 93, wherein said step of processing inbound ~~communications~~calls comprises

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connecting said inbound ~~communications~~calls to agents; said step of obtaining a statistic on said outbound ~~communications~~calls comprises obtaining information on the duration of said outbound ~~communications~~calls, and said step of adjusting said processing comprises reducing the number of said inbound ~~communications~~calls which are connected to said agents if said duration exceeds a predetermined value.

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96. (Currently Amended) A method for managing communications, comprising:

processing inbound ~~communications~~calls;

processing outbound ~~communications~~calls;

obtaining a statistic on said inbound ~~communications~~calls;

and

adjusting said processing of said outbound ~~communications~~calls based upon said statistic.

97. (Currently Amended) The method of claim 96 wherein said step of processing outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, and said step of adjusting comprises reducing the number of said outbound ~~communications~~calls which are initiated if said statistic exceeds a predetermined value.

98. (Currently Amended) The method of claim 96 wherein said step of processing outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, said step of obtaining a statistic on said inbound ~~communications~~calls comprises obtaining information on the duration of said inbound

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~~communications~~calls, and said step of adjusting said processing  
comprises reducing the number of said outbound ~~communications~~calls  
which are initiated if said duration exceeds a predetermined  
value.

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99. (Currently Amended) A method for managing communications, comprising:

providing for the processing inbound ~~communications~~calls;  
providing for the processing outbound ~~communications~~calls;  
obtaining a statistic on said inbound ~~communications~~calls;

and

providing for adjusting said processing of said outbound ~~communications~~calls based upon said statistic.

100. (Currently Amended) The method of claim 99 wherein said step of providing for the processing outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, and said step of providing for adjusting said processing comprises reducing the number of said outbound ~~communications~~calls which are initiated if said statistic exceeds a predetermined value.

101. (Currently Amended) The method of claim 99 wherein said step of providing for the processing of outbound ~~communications~~calls comprises initiating said outbound ~~communications~~calls, said step of obtaining a statistic comprises obtaining information on the duration of said inbound

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61 ~~communications~~calls, and said step of providing for adjusting said  
processing comprises reducing the number of said outbound  
~~communications~~calls which are initiated if said duration exceeds a  
predetermined value.

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